

MAXIMUS
Questions Submitted on December 29, 2014
Request for Proposal – Solicitation No. 15-14275
Maryland Medical Assistance:
Managed Care Enrollment Broker Services

Question Number	RFP Page Number	RFP Section Reference Number	MAXIMUS Question	DHMH's Response(s)
1.	12	1.4	When is the anticipated Contract Award date?	Tentatively, the contract award date will be 3 months prior to the anticipated contract start date of 10/1/15.
2.	22	1.33	Will the State consider waiving the MBE sub-goal requirements if the vendor can meet the overall subcontractor participation goal and/or exceed it?	No
3.	27	1.41	If a potential subcontractor is both a certified MBE and a Veteran-Owned Small Business Enterprise (VSBE), may the vendor be used in both MBE and VSBE categories provided the overall sub-goals for both MBE and VSBE are met?	No
4.	43	3.2.2.5.E	Can you please specify the other languages?	The State requires the vendor to translate enrollment materials upon request. The languages include but are not limited to the following: Italian, Haitian, French, Portuguese, Polish, Chinese, Japanese, Greek, Vietnamese, Russian, Farsi and Hindi.
5.	43	3.2.5.6 E.	Please define what is meant by remote call monitoring capability (i.e., monitoring from a different facility or monitoring at the same facility, just from different workstations) and provide the total number of Department staff requiring remote call monitoring capability?	Remote call monitoring capacity means to provide monitoring from a different facility as well as monitoring at the same facility just from different workstations. The total number of Department staff requiring remote call monitoring capability will not exceed 4 staff members.
6.	48	3.2.7	Will the State allow all general operations to be located within 15 miles of the State Office Complex if the vendor can offer a more cost-effective solution to the State?	No, the State is requiring all general operations to be located within 5 miles of the State Office Complex.
7.	48	3.2.7	Our understanding is that “all general operations” as specified in this requirement indicates all management/administrative and call center operations must meet the location requirement—can you please confirm?	All management/administrative and call center operations must meet the location requirement as specified in Section 3.2.7.
8.	51 & 57	3.2.7.6.D &	Section 3.2.7.6.D says the Contractor must submit a training	To clarify, the vendor must submit a training plan for approval

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		3.2.8.1.E	plan within 30 days of Contract Commencement date but 3.2.8.1.E says by 8/14/2015. Please clarify the difference between the plans and/or the dates.	no later than 8/14/15.
9.	55	3.2.8.1	Please clarify. Does this section imply that the new Contractor will review the incumbent's plans as described in A. through E. Or the awarded contractor will conduct a review of their proposed work plan submitted with technical proposal for modifications or adjustments?	The awarded contractor will conduct a review of their proposed work plan submitted as part of the technical proposal for modifications or adjustments.
10.	56	3.2.8.1. C	If the vendor should propose an updated telephony system that meets all requirements specified in the RFP and is within the fixed price proposal, is a review of the current Avaya 8500 telephone system by August 14, 2015 required?	No, a review of the current Avaya 8500 telephone system is not required if the vendor should propose to use an updated telephone system as long as it meets all requirements as specified in the RFP.
11.	162	Attachment P	Does the Call Length of 6 minutes given include wrap time (i.e. after call handle time)?	As referenced in Attachment P, the call length of 6 minutes, 15 seconds does include the call wrap up.
12.	162	Attachment P	How many voicemails does the project receive per month and how long does it take to resolve each voicemail?	The project receives on average 3000 voicemails per month. It takes an average of 5 minutes to resolve each one.
13.	162	Attachment P	How many outbound calls does the project make per month and how long does each outbound call take (call duration + after call handle time)?	The project makes approximately 24,439 outbound calls per month. Each call takes approximately 8 minutes to complete.
14.	162	Attachment P	What is the volume of data entry tasks and how long does it take to complete the data entry process?	The volume of data entry tasks is 4,332 per month. It takes approximately 5 minutes to complete the data entry process.
15.	162	Attachment P	What is the volume of manual rejection reports and how long does it take to complete the manual rejection report process?	The volume of manual rejection reports received is approximately 300 per month. It takes one business day to complete the report.